



**Quality Assurance Surveillance Plan (QASP)
For
Intermittent Fault Detection and Isolation System (IFDIS)**

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1. Vision

The objective of this effort is to provide continued sustainment support services for one each PIN 11800, Intermittent Fault Detection and Isolation System (IFDIS) and chambers (from here on referred to as (IFDIS) test systems; within the 523rd EMXS/MXDPAB Squadron (Serial number IFDIS03) located in building 100, Bay C. The contractor shall provide technical assistance by telephone or on-site to provide troubleshooting, diagnostics, maintenance, and repair problems when found with the IFDIS systems, support equipment, parts, and/or software.

2. Mission

The contractor shall provide all personnel, equipment, parts, tools, materials, supervision and services necessary to provide monthly preventative maintenance and on-call repair support service for the F-16 test systems listed in this contract. This contract shall be in support of the IFDIS and chambers described in Para I.

3. Purpose

This Quality assurance surveillance plan is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. The QASP establishes procedures on how this assessment/inspection process will be conducted. It provides the detailed process for a continuous oversight process:

- What will be monitored
- How monitoring will take place
- Who will be conduct the monitoring
- How monitoring efforts and results will be documented

The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan. The QASP provides the structure for the government's surveillance of the contractor's performance to assure that it meets contract standards. It is the government's responsibility to be objective, fair, and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

4. Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provide for inspection, acceptance and documentation of the

service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

5. Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

Contracting Officer (CO) – The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine the final assessment of the contractor's performance.

Assigned CO: Hideo Mera
Organization or Agency: PZIMB
Telephone: 801-777-4626
Email: hideo.mera.2@us.af.mil

Contracting Officer's Representative (COR) The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR will use the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the CO. The COR is required to provide an annual performance assessment to the CO which will be used in documenting past performance. The QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR: Hubert Hall
Organization or Agency: OO-ALC/OBC
Telephone: 801-775-4764
Email: hubert.hall@us.af.mil

Contracting Officer's Representatives Supervisor - Nominates Contracting Officer's Representatives (CORs) in writing and sends nomination and COR nominee qualification documentation to the CO, ensures the COR is trained before performing any COR duties and supports the COR's performance assessment activities, reviews COR documentation on a regular basis, evaluates performance of COR duties as part of performance assessment throughout the period of the contract.

COR Supervisor: Robert Whetsone
Organization or Agency: OO-ALC/OBC
Telephone: 801-777-7274
Email: robert.whetstone@us.af.mil

Acquisition Management Support Specialist (AMSS): Serves as the primary 309th Maintenance Wing customer representative familiar with the service requirements. Reviews contractor performance prior to execution of options. Periodically reviews contract specifications to determine if contract as written meets mission objectives. Documents past performance for input to the Contractor Performance Assessment Reporting System (CPARS). Leads multi-functional team contract management reviews.

Assigned AMSS: Jared Farr
Organization or Agency: OO-ALC/OBCA
Telephone: 801-586-3940
Email: jared.farr@us.af.mil

Quality Assurance Program Coordinator (QAPC): The QAPC is appointed to integrate the quality contract requirements into the quality assurance program, act as the liaison between the contracting and functional organizations, and provide training and record keeping IAW MP 5346.103, ensure consistent guidance is given to customers by QAPC and other functional areas, train CORs and COR management (e.g. COR Supervisor, Functional Commanders/Directors (FC/FD) on the contracting requirements associated with the quality assurance program, assist, as required, with the evaluation of contractor Quality Control Plans and maintain a record of all COR and COR management training, including refresher training regardless of provider (e.g., QAPC, contracting officer, contract specialist, contract administrator, Defense Acquisition University, or commercial training provider).

Assigned QAPC: Michael Oaks
Organization or Agency: OO-ALC/OBCB
Telephone: 801-586-1322
Email: michael.oaks@us.af.mil

Contractor Representatives

The following employees of the contractor serve as the contractor's Program Manager and Task Manager for this contract.

Program Manager:

Telephone:
Email:

Task Manager:

Telephone:
Email:

6. Performance Requirements and Method of Surveillance

6.1. Contract Surveillance

The goal of the QASP is to ensure that contractor performance is effectively monitored and documented. The COR's contribution is their professional, non-adversarial relationships with the KO, PM and the contractor, which enables positive, open and timely communications. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements. The COR uses the methods contained in this QASP to ensure the contractor is in compliance with contract requirements. The COR function is responsible for a wide

range of surveillance requirements that effectively measure and evaluate the contractor's performance. Additionally, this QASP is based on the premise that the contractor, not the government, is responsible for management and QC/QA actions to successfully meet the terms of the contract. Multi-functional Team Meetings – The Multi-functional team will manage the contract throughout the life of the contract. This team will form a partnership between the government and the contractor to ensure the best possible service is provided for the life of the contract. All performance assessment data will be reviewed at these meetings. If performance improvement is necessary, a plan of action will be created.

6.2. Surveillance Matrix

The Surveillance Matrix (Appendix1) is the list of performance objectives and standards that must be performed by the contractor. This matrix details the method of surveillance the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

Performance objectives define the desired outcomes. Performance Standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be assessed in measuring performance. The Government performs surveillance, using this QASP, to determine the quality of the contractor's performance as it relates to the performance element standards. The Services Summary should be used to form the foundation of the COR's inspection checklist.

6.3. Performance Rating Definitions

In evaluating the quality of contractor's performance, the following performance ratings may be used.

Performance Rating	Criteria
Exceptional	Performance <i>meets contractual requirements and exceeds many to the Government's benefit</i> . The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.
Very Good	Performance <i>meets contractual requirements and exceeds some to the Government's benefit</i> . The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor was effective.
Satisfactory	Performance meets contractual requirements. The contractual performance contains some minor problems for which corrective actions taken by the contractor were satisfactory. Performance <i>meets contractual requirements</i> . The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance <i>does not meet some contractual requirements</i> . The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance <i>does not meet most contractual requirements and recovery is not likely in a timely manner</i> . The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

6.4 Contract Performance Assessment Reporting System (CPARS) – If applicable, CPARs will be initiated annually, documenting contractor performance for this specific contract. More frequent updates may be made as required to document a significant improvement or degradation of the level of contract performance. The AMSS will serve as the Assessing Official Representative and the 309 (Specific Organization) Deputy Directors will serve as the Assessing Official for contracts over \$1,000,000.00 aggregate.

7. Performance Reporting

7.1. Performance Assessment Report (PAR)

PARs will be used to report ALL minor discrepancies and will be generated by the COR and sent to the contractor for corrective action. Contractors will be given 10 days to correct PARs unless they have requested an extension. If 3 minor discrepancies are found, or indicators show a trend, combine them and process a CAR.

7.2. Corrective Action Report (CAR)

CARs will be forwarded to the Chief COR (CCOR) for review and validation; after which the CCOR will forward the CAR to the CO for action. A copy will be provided to the Contractor's representative by the CO. CARs will be corrected within 30 days depending on the complexity of the finding, the Contractor may be allowed up to six months (maximum) correcting a CAR at the discretion of the CO. The COR will ask the status of the CAR from the CO on a monthly basis. The COR will keep an electronic log of all CARs and will keep a hard copy of CARs in the contract oversight file. The CO will be asked the status of the CAR on a monthly basis until the CAR is closed.

7.3 Customer Complaint Form

The COR must furnish instructions to the customer receiving the contractor's service. The customer must retain supporting evidence of complaint or feedback. After the COR validates feedback or complaint demonstrating contractor noncompliance, the COR processes a Performance Assessment Report (PAR) or Corrective Action Report (CAR) to the CO. ALL Customer Complaint forms WILL be validated by the COR prior to notifying the contractor. (see attached example)

7.4 Appendix 1 - Surveillance Matrix (SERVICE SUMMARY)

Inspection & PWS Paragraph	Performance Objective / Elements	Standards / AQL	Inspection			Calculation / Ratings
			What	How/ Method	When/ Freq	
SS #1 Para 2.1.1.2 Technical Support	The contractor shall respond to telephone or email support requests no later than (NLT) the next half business day after government personnel requests have been initiated.	Records of technical support provided shall be documented and provided upon request.	Telephone/email logs	The COR will review the report and validate with the GR	Event Driven	Performance is acceptable if response is provided within the required time frame as validated through the GR records technical support records

SS#2 Para 2.1.2.2 Pre-Inspection & Repair Recommendation Report	Prior to repair, the contractor shall pre-inspection of the IDIS to be repaired and provide a report which includes recommended repair actions to be taken, required parts, and a cost estimate.	This report is submitted electronically to the GR within (5) business days after completion of evaluation or otherwise negotiated with the GR. (CDRL A/B/C/D/E 003)		The COR will review the report and validate with the GR	Event Driven	Performance is acceptable acceptable if report is submitted within (5) business days after completion of evaluation except when otherwise negotiated with the GR
SS# 3 Para: 2.1.2.4 <u>Final Functional Check</u>	The Contractor shall shall perform a final functional check using government software	After repairs are completed the contractor shall perform a final functional check using government software	The COR will validate through the Govt POC that final functional check was performed as specified	The COR will validate through the Govt POC that final functional check was performed as specified . The COR will also review the technical report M1 and M2	As required	Performance is acceptable when final functional is performed as specified and results included in the technical report
SS# 4 Para 2.1.2.5 <u>Technical/ Quality Report</u>	The Contractor shall provide record all problems found, all suggested solutions, ultimate solutions, and courses of action taken in resolution of the problems.	The results of those repairs, future recommendations, upgrades, and recommended preventive measures shall be submitted in a technical/quality report and submitted by the 10th business day of the following month. (CDRL A/B/C/D/E 002)	Technical Reports	The COR will review the monthly technical reports M1 and M2	Event Driven	Performance is acceptable acceptable if technical/quality report is submitted by the 10th business day of the following month.
SS# 5 Para:2.1.2.8 <u>Configuration/ Modification Report</u>	The contractor shall provide documentation of all new configurations, modifications, or upgrades	Documentation shall be provided in detailed electronic format and submitted to 523 EMXS within 30 days of completion of upgrade. (CDRL A/B/C/D/E 001)	Documentation of all new configurations, modifications, or upgrades as specified in para 2.1.2.8.	The COR will review electronic report M2	As required	Performance is acceptable when Submitted within 30 days of completion of upgrade

7.4.1 Non-Service Summary Items

(Applicable to all other requirements in the PWS not included in the Services Summary)

Inspection & PWS Paragraph	Performance Objective / Elements	Standards / AQL	Inspection			Calculation / Ratings
			What	How/ Method	When/ Freq	
Non-SS# 1 Para: 5.2.2 and Appendix C <u>Safety Program</u>	The Contractor shall implement a safety program that ensures protection of Government personnel and property	As part of the Safety Program the contractor shall establish a Safety Plan and checklist IAW appendix C of the PWS. The contractor shall submit the Safety Plan with the contract proposal. The contractor shall develop and implement a routine and recurring surveillance methodology to ensure the safety requirements of the contract are enforced. CDRL A004	The COR will review the contractor Safety Plan and associated checklists to validate compliance with the PWS, Appendix C	The COR will review the contractors Safety Plan with associated checklists upon initial submission with the contract proposal. Additionally the COR will review contractor surveillance records M2/M4	Initial review and at any time the Safety Plan is Modified by the contractor. Additionally the COR will randomly review the contractors safety surveillance records	Performance is acceptable if the Safety Plan with associated checklist, meeting the requirements of the PWS, Appendix C, is provided with the contract proposal.
Non SS #2 Para 5.7 <u>Quality Control</u>	The contractor shall establish a complete Quality Control Program (QCP) via a Quality Control plan to ensure the requirements of this contract are provided as specified	The contractor's quality management program shall comply with the minimum quality management systems elements specified in the American National Standards Institute (ANSI), American Standards Organization, and International Standard Organization (ISO) family of standards CDRL A006	COR will validate the contractors Quality Control Plan is submitted upon contract award	The COR will be the government representative who will perform assessments of the contractors performance. Services performed by the contractor during the period of the contract are at all times and places subject to review by the CO or the authorized representative (COR M1, M3 and M4	One Time	Performance is acceptable if the Quality Control Plan is provided as specified in the PWS upon contract award.
Non- SS#3 Para: 5.6 <u>Manpower Reporting</u>	Contractor Manpower Reporting required for performance of services provided under this contract.	Contractor shall report ALL contractor labor hours (including subcontractor labor hours) equal for performance of services provided under his contract.	The COR shall verify labor hours are input to the required system NLT, 31 Oct of each Fiscal Year (FY).	COR will verify through GR the Contractor is in compliance with environment control at all times. M3/M4	Must be input at least annually NLT, 31 Oct of each Fiscal Year (FY).	An unsatisfactory rating will result if annual reports do not contain all information and are not filled out within the required time

Inspection Methodologies:

M1: Periodic. Periodic surveillance/inspection is the type of surveillance that is based upon selecting samples for evaluation on other than 100% inspection or on a statistically random basis. Periodic surveillance can be accomplished, weekly, monthly or quarterly using a checklist method.

M2: Inspection of Reports. All reports shall be reviewed upon receipt. The reviewer will report any flaws in the document and categorize the flaws (Editorial, Format, and/or Substance).

M3: Technical Inspection: Surveillance/inspection is the type of surveillance that will be performed as specified on the project schedule by actually looking at the work being done.

M4: Non-Service Summary. All Non-SS items will be done on a random basis, at a 1/12 sampling IAW 309 PMAP instructions, to ensure that all items are inspected during the year.

7.4.1.2: COR shall use the “COR Monthly Surveillance Report” (see attached) template for their monthly “pre inspection” and for the end of month report using information from 7.4 and 7.4.1. This information will be submitted into the COR Training Tool (CORTT) IAW the required frequency and as directed by the Contracting Officer.

8. Trafficking in Persons IAW PGI 22.1703(4) (states the QASP should describe how the COR will monitor the contractors performance regarding compliance with FAR 52.222-50, Combat trafficking in persons.)

8.1. The Contractor shall comply with FAR 52.222-50, Combating Trafficking in Persons. Additional information about Trafficking in Persons can be found at the site for the Department of State’s Office to Monitor and Combat Trafficking in Persons below.

<http://www.state.gov/j/tip>

8.1.2. In accordance with the [Defense Contingency COR Handbook](#) section on Combating Trafficking in Persons, the COR must inform the PCO if the Contractor/subcontractor and/or Contractor/subcontractor personnel fail to comply with the requirements of FAR 52.222.50. The PCO must convey the information to DoD Combat Trafficking in Persons (CTIP) Law Enforcement and Support / Office of Under Secretary of Defense (OUSD) Personnel and Readiness (P&R) Defense Human Resources Activity (DHRA).

COR Monthly Surveillance Report

"The information herein is For Official Use Only (FOUO) which must be protected under the Privacy Act of 1974, as amended."

Contract #:	Contractor:	Order
COR(s):	POP:	Date: (date submitted)

1. Service Summary

SS#	Performance Objective	PWS Ref	Method of Surveillance	Comments (Positive or Negative)	In Compliance	
					Y	N
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Non SS#	Requirement	PWS Ref	Method of Surveillance	Comments (Positive or Negative)	In Compliance	
					Y	N
1				Non-SS items will be surveyed on a random basis at 1/12 per year		
2						
3						
4						
5						
6						
7						
8						
9						

PERFORMANCE ASSESSMENT REPORT (PAR)

(If more space is needed, use reverse and identify by number)

1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES
4. QUALITY ASSURANCE PERSONNEL (QAP) SIGNATURE AND DATE		5. QAP PHONE
		6. SUSPENSE DATE

I. PERFORMANCE

7. <input type="checkbox"/> DEFICIENCY (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> NO DEFICIENCY NOTED	8. SERVICES SUMMARY or SOW PARAGRAPH ITEM REVIEWED
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)	10. DETAILED PERFORMANCE ASSESSMENT

II. CONTRACTOR VALIDATION

11. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR	12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF QAP CITED DEFICIENCY	

III. ACTION CORRECTED

14. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR	QAP SIGNATURE AND DATE
15. QAP REMARKS (REQUIRED)	
16. CONTRACTOR REPRESENTATIVE REMARKS	

PERFORMANCE ASSESSMENT REPORT

Continuation Sheet

(Number to correspond with applicable Item Number on reverse)

CORRECTIVE ACTION REPORT (CAR)

(If more space is needed, use reverse and identify by number)

1. CONTRACTOR

2. CONTRACT NUMBER

3. TYPE OF SERVICES

4. FUNCTIONAL AREA

5. SUSPENSE DATE

6. CONTROL NUMBER

7. DEFICIENCY ☐ MAJOR ☐ MINOR

FINDING:

FINDING IMPACT:

Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.

8. QUALITY ASSURANCE PERSONNEL (QAP)

TYPED NAME AND GRADE

SIGNATURE AND DATE

9. ISSUING AUTHORITY

TYPED NAME AND GRADE

SIGNATURE AND DATE

10. QAP RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE

11. QAP DETERMINATION
☐ ACCEPTED ☐ REJECTED

12. CLOSE DATE

CORRECTIVE ACTION REPORT (CAR)

Continuation Sheet

(Number to correspond with applicable Item Number on reverse)

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			